



May 2002

STATEWIDE QUALITY MANAGEMENT COMMITTEE (SQMC) PROGRESS REPORT

Submitted by Laura Nelson, MD, Chairman of Statewide Quality Management Committee (SQMC) and Acting Quality Management Administrator

The Division's Statewide Quality Management Committee continues to meet regularly in efforts to monitor progress of quality management projects.

One important study currently in progress focuses on well-woman care for our members. Data provided two years ago indicated that only about 8% of members statewide received Pap Tests over a two-year period. National health objectives for the Center for Disease Control for 2000, recommend that at least 85% of women over 18 years of age have Pap Tests every 3 years. Specifically, the Division is now attempting to determine how many women between the ages of 16 and 64 receive their annual Pap Tests. In efforts to clarify reasons why this important exam is or is not obtained, some members will be contacted by a Managed Care nurse and asked to participate in a telephone survey. This member input is vitally important to focus our improvement efforts.

Other areas related to medical quality are being followed carefully by the Statewide Quality

Management Committee include childhood dental visits, well-child examinations, pediatric immunizations, influenza immunizations and pneumococcal vaccinations. Individuals are encouraged to inquire about these recommended services with their primary care physician.



In efforts to improve communication and team building throughout the Division, the Statewide

Quality Management Committee will continue to provide feedback about the successes in quality management as well as the challenges we will continue to energetically tackle. Please contact Barbara Brent, Deputy Assistant Director, at 602-542-6857 or toll free outside Maricopa County at 866-229-5553 with questions or comments.

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. Please contact 602-542-6825.

WORKSHOP ON POSITIVE BEHAVIOR SUPPORT

Dr. Robert Horner from the University of Oregon will be speaking at the Workshop on Positive Behavior Support in Phoenix on November 22. The theme is *Sustainable Behavior Support: Organizing Behavior Support for Lifestyle Impact*. Dr Horner will present longitudinal data, and share a process used in Oregon for understanding behavior and designing behavior support plans. He will also present approaches for on-going assessment and revision of behavior support plans for people who really challenge the system.

Other workshop topics will include:

- How to conduct functional assessments and design supports around the person (rather than forcing the person to fit a given service) in order to change lives and behavior for the better.

- How despite funding, staffing, and other barriers, the better the needs of the caregivers and others in the environment are met, the longer lasting the changes will be.

The workshop is for parents, providers, teachers, direct support staff, paraprofessionals, consultants, psychologists, therapists, and administrators of schools, behavioral health, and developmental disabilities services.

Contact the Arizona Positive Behavior Support project at <http://www.nau.edu/~ihd/positive/index.html> or call toll free at 877-502-3045 to be added to the mailing list and for more details.

Medical Column

By Bob Klaehn, MD, Division Medical Director



This month, I'd like to bring to you the first of what I hope are many examples of "Best Practice" from around the state. I was in Yuma in mid-April to present at the *State of the Art: An Integrated Approach to Community Treatment and Support of Persons with Developmental Disabilities Conference*, and while there, I met with Dr. Stephen Lopez, Psychiatrist and Medical Director for the EXCEL Group. I learned that he routinely visits the group homes where the persons with both a developmental disability and a mental health problem live to provide their psychiatric follow-up. He said that he felt that he learned more about his patients by visiting them in their living situation than he would if they came to his office. He told me that he believed it was more comfortable for his patients to be seen at their home.

This community-based approach to treatment is so important to providing the best care possible for persons with developmental disabilities. It was also great to hear that there are still doctors who make house calls!!

I also would like to make two corrections to last month's column: first, the *State of the Art Conference* will be presented in Flagstaff on August 29, not in June as originally reported. The other correction is that my office number is 602-542-6826. Please feel free to call with your concerns and comments.



Pledge to Service

By Dora Ratzlaff

To treat all people as equals
To treat people as you would want be treated
To never be above anyone.

To use voices as a tool, not as a punishment
To use experience and education for others
betterment, not for belittlement
To use hands and legs with another' s hands and
legs
To use eyes, voices, ears for others, not take the
use away.

To never expect more than can be given
To never take away the dignity, love and respect
others deserve
To never use the words can' t, don' t, and won' t
in a derogatory manner
Remember always, everyone has days of can' t
don' t and won' t
Remember down days can make others have down
days.

Keep hope, cherish life, be a friend
Always one day at a time.

Dora Ratzlaff, Home Manager, Hozhoni Foundation, Inc. shares her poem of service equality for individuals with developmental disabilities. Her inspiration comes from the respect she has for those she works with.

EMPLOYEE OF THE FIRST QUARTER

Sandra Conaway



Sandra Conaway, District I Support Coordinator has been selected for Employee of the First Quarter for 2002. Sandra, who shows the highest levels of professionalism in her work with all families, goes the extra mile when needed. When there are seemingly overwhelming barriers and communication issues, Sandra eagerly steps up to the plate and maintains her good humor, working tirelessly to support those she serves. Always focusing on what is best for the individuals with developmental disabilities, everyone benefits from her style and professionalism.

Sandra demonstrates what great support coordination is all about.

Congratulations Sandra!



Dear Dr. Z.,

I have seen Employee of the Quarter and Year awards published in this newsletter. Can I, as a parent, nominate my support coordinator?

Parent

Dear Parent,

Nominations for our Employee Recognition Program are always welcome from individuals with developmental disabilities, family members, caregivers, providers, Division staff or anyone who would like to acknowledge outstanding contributions by Division staff. We have many great staff and would like all to receive recognition.

You can make a nomination by mailing the nominee's name and your comments by email to Andrea Childs, Pride Coordinator at achilds@mail.de.state.az.us or by postal mail to Division of Developmental Disabilities, Andrea Childs – 791A, PO Box 6123, Phoenix, AZ 85008-6123.

Please contact Andrea for more information on the nomination process at 602-542-0419 or toll free from outside Maricopa County at 866-229-5553.

Sincerely,

Ric Zaharia, Ph.D.



Acronyms are powerless islands.



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Un-ascribed articles are edited by the Editor.